

LANCASTER COUNTY
COUNTY RECORDS SPECIALIST I

NATURE OF WORK

This is responsible clerical work assisting the public in filing marriage licenses, partnerships, military discharges and tax protests.

Work involves indexing, scanning and retrieving County records and information and performing general reception and filing tasks. Work also includes determining and collecting appropriate fees, reconciling cash receipts and preparing bank deposits; and processing mail and requests for public information. General supervision is received from an administrative superior with work reviewed in the form of accuracy, promptness and compliance with office standards.

EXAMPLES OF WORK PERFORMED

Assist the public in filing marriage licenses, partnerships, military discharges and tax protests; determine and collect appropriate fees; ensure proper documentation/validation prior to providing information; process incoming mail, obtaining and forwarding requested information; screen and forward incoming telephone calls providing direct assistance when possible.

Operate scanning equipment in order to index and file County documents; locate documents for City/County employees and the general public as requested; assist in drafting office protocols and procedures; perform physical and computerized filing tasks.

Reconcile cash receipts on daily basis; prepare bank deposit statements; access and maintain historical files and records; coordinate, compile and disseminate information related to County Board functions, State requirements and billing purposes.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Knowledge of modern office equipment, protocols and practices.

Knowledge of records systems and information management.

Knowledge of personal computer systems and records management equipment including knowledge of HTML or similar languages.

Ability to prioritize work assignments and complete work per identified timelines.

Ability to index, file and maintain accurate records.

Ability to read, interpret and follow detailed instructions.

Ability to interact with the general public in a tactful and courteous manner through direct communication, telephone and mail contact.

Ability to communicate effectively both orally and in writing.

Skill in the operation of a computer and common office equipment.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent with experience in general clerical and reception work.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent with some experience in general clerical and reception work or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: _____
Department Head

Personnel Director

4/99

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